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Duke, Daphne

From: Matt Dean <mdean@telecompliance.net>
Sent: Tuesday, April 24, 2018 4:02 PM
To: PSC_CLECreport
Cc: McDaniel, James
Subject: SC Quality of Service
Attachments: SC QoS 2018 Q1 Cvr Ltr - VEL.pdf; SC 2018 Q1 QoS - Velocity.xlsx
Importance: High

I have attached the 1st quarter 2018 Quality of Service filing of Velocity The Greatest Phone Company Ever, Inc.

Please let me know if you need any additional information.

Thank you,

Matt W. Dean
 Director of Regulatory Compliance
 Telecom Professionals, Inc.
 P.O. Box 720128
 Oklahoma City, OK 73172-0128

Physical Address:
 12316 Hidden Forest Boulevard
 Oklahoma City, OK 73142

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 APR 24 2018
 PSC SC
 MAIL / DMS



Judith A. Riley, J.D.

12316 Hidden Forest Blvd.
Oklahoma City, Ok 73142

April 24, 2018

VIA Email to CLECreport@psc.sc.gov

Public Service Commission of South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210
(803) 896-5125
CLECreport@psc.sc.gov

RE: Service Quality Report – 1st Quarter 2018 (ending March 31, 2018)

Dear Commission, with copy to Office of Regulatory Staff,

This filing contains the 1st quarter 2018 SCPSC Quarterly Service Quality Report for Velocity The Greatest Phone Company Ever, Inc. If you need any additional information, please contact me at (405) 755-8177 ext. 103, or by email at mdean@telecompliance.net.

Sincerely,

/s/ Matt W. Dean

Matt W. Dean
Regulatory Agent

Cc: Jim McDaniel; Office of Regulatory Staff, jmcdanie@regstaff.sc.gov

SCPC CLEC - QUARTERLY SERVICE REPORT

SOUTH CAROLINA OPERATIONS

1st Quarter Results

Jan, Feb, Mar 2018

COMPANY NAME VELOCITY THE GREATEST PHONE COMPANY EVER, INC.QUARTER/YEAR 1st Quarter / 2018

Month:	<u>January</u>	<u>February</u>	<u>March</u>
Number of customer Access Lines	<u>142</u>	<u>143</u>	<u>143</u>
Trouble Report / Access Line (%)	<u>0.00%</u>	<u>0.00%</u>	<u>0.00%</u>
Customer Out of Service Clearing Times (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
New Installs Completed within 5 Days (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
Commitment Fulfilled (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>

Comments / Explanations _____

Person Making Report / Contact Information Mike Steedman, 419.491.0809, compliance@velocity.org